State 911 Committee's
Emerging Technology Subcommittee

October 29, 2014

Smart911 Basic Statewide Deployment

Frequently Asked Questions

Contents

Executive Summary
The State of Michigan will be deploying Smart911 Basic on a statewide basis in order to provide enhanced end-to-end 911 and Public Safety Services. Under a state appropriation facilitated by the Mental Health and Wellness Commission, the Smart911 Basic software will be made available to all PSAPs within the state. Smart911 Basic will allow Michigan to continue demonstrating leadership in both technology and Public Safety while helping us create a more connected community.

What is Smart911 Basic?
The State of Michigan's initial deployment will provide "Smart911 Basic" to all PSAPs across Michigan. Smart911 Basic will provide the baseline platform capabilities including:

- **Call-then-text:** Initiate text sessions with mobile callers. Text when callers are non-verbal, hang up, or when calls are dropped for greater response and reduced numbers of unresolved cases.
- **Call Notes:** Call notes allows 911 and first responders to append a note to any phone number that can then be made available on any subsequent call from that number.
- **Facility Data:** Facility Data allows 911 and administrators to view additional information about a "facility" rather than a person.
- **Panic Button Data:** Each PSAP will have the ability to receive additional data from Rave's Panic Button, which has been announced in some Smart911 supported areas already.
- **Optional Additional Data Platform:** All PSAPs will have access to the Standard Smart911 platform for the delivery of additional information as an "add-on" purchase. The Standard Smart911 is a platform that will allow for enhanced delivery of additional data with the 911 call. The platform has the ability to deliver information from a wide variety of data sources including, citizens, mobile carriers, facilities (locations), Law Enforcement, Fire, and EMS to help them respond more quickly and effectively. In providing additional information, Smart911 has proven to enhance not only the 911 call taking process, but the end-to-end emergency response. Data can be easily pushed to responding units.

Why a statewide deployment for Michigan?
The Mental Health and Wellness Commission, State 911 Committee (SNC), the CLEAR Committee Chairman, first responders, and a variety of other advocates have identified a need to continually enhance our Public Safety capabilities. Smart911 has already proven to be successful not only here in Michigan, but in other states around the country. With Smart911 Basic deployed statewide, Michigan will continue to demonstrate our leadership position in enhancing the safety and security of our citizens while creating a more connected community. Most importantly, Smart911 can help save lives.

What are the roles and responsibilities in the Smart911 Basic deployment?

Smart911 is Software as a Service (SaaS) so it is a little different than most of the 911 technology deployments you may be familiar with. The deployment process is very simple and only requires the PSAP to provide:

- ANI/ALI Spill
- Network connectivity
- A single computer to run the Smart911 software. (A number of PSAPs in the state have either used existing computers in-house, or have virtualized the Smart911 computer).

What assistance will my PSAP receive in deployment of Smart911 Basic?

The state expects to complete the procurement process in early to mid-October with more formal announcements at upcoming events in the 911 community. In addition, Rave Mobile Safety and the State 911 Office will host webinars for all PSAPs to provide the necessary details associated with the rollout process.

How do we deploy Smart911 Basic?

Rave Mobile Safety's deployment team will contact each PSAP directly to work with the PSAP to install Smart911 Basic remotely. Once the Smart911 computer, ANI/ALI, and network connectivity are in place, under normal circumstances the PSAP will be live in a matter of a day or two.

Who provides the training?

Rave Mobile Safety has a complete training program which is currently being reviewed by the State 911 Committee for certification. It will include web-based training for call takers, dispatchers, first responders, SOP guides, and on-demand content such as videos.

Is support included?

Yes, 24/7/365 support is included with the service at no cost to the PSAPs. Smart911 can be contacted through a secure web portal or by phone at 1-888-605-7163.

Who is paying for Smart911 Basic?

Over the last two years, the Mental Health and Wellness Commission, and the State Budget Office have been working on building unanimous support for funding. The Mental Health and Wellness Commission made a recommendation to the Michigan Legislature to implement Smart911 statewide with an appropriation, which was approved for FY2015. Stakeholders in the 911 community and the CLEAR Committee Chairman have endorsed the statewide deployment of Smart911 Basic.

**Who will pay for Smart911 Basic after the 2014/2015 deployment?**

Currently this is a one-time appropriation. There is currently discussion and support among key stakeholders as to the ongoing funding for Smart911. If the funding is not appropriated in the future, the PSAPs will be under no obligation to provide funding at the local level and there will be no obligation to continue to provide Smart911 Basic at local expense. If the program is not funded after FY2015 and a PSAP wants to continue Smart911 Basic, the cost is $1,125 per work station per year.

What marketing assistance is available to educate my citizens?

Rave Mobile Safety's community marketing and engagement teams will be actively involved in the creation in local, statewide, and national outreach campaigns.

**What benefit will Smart911 Basic bring to the PSAP?**

- **Call-then-text:** The PSAP will be able to initiate text sessions with mobile callers who are non-verbal, deaf or hard of hearing, hang up, or when calls are dropped. This provides the opportunity for greater response and reduced numbers of unresolved cases. This feature does not require individuals to create a profile and it works across all wireless phones.
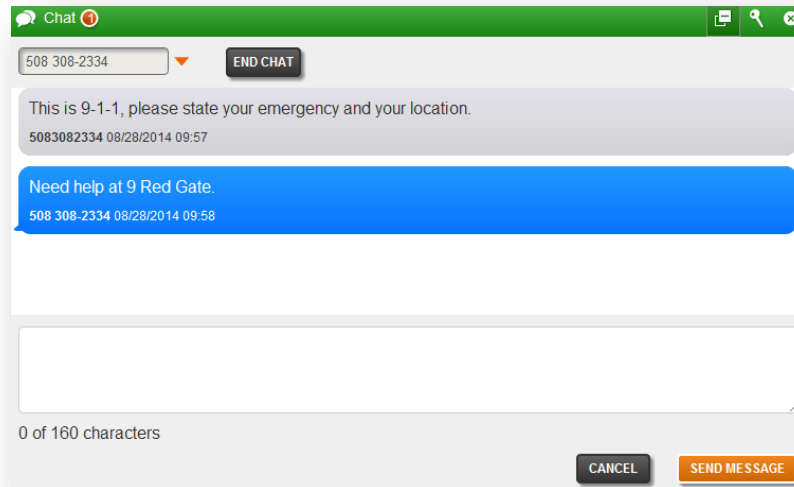
- **Call Notes:** Call notes allows 911 and first responders to append a note to any phone number that can then be made available on any subsequent call from that number. Typically used for frequent callers, victims of domestic violence, those who are at-risk, or pet information. Call notes provides additional information to 911 and first responders.
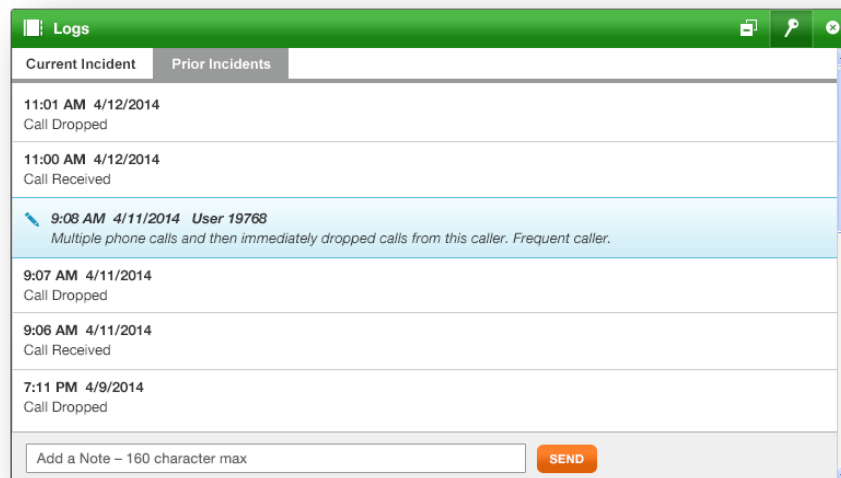
- **Facility Data:** Facility Data allows 911 and administrators to view additional information about a "facility" rather than a person. Schools, corporations, and work sites with hazardous material can provide additional information such as building plans, security or school resource contact details, and other information about that facility that can aid first responders.
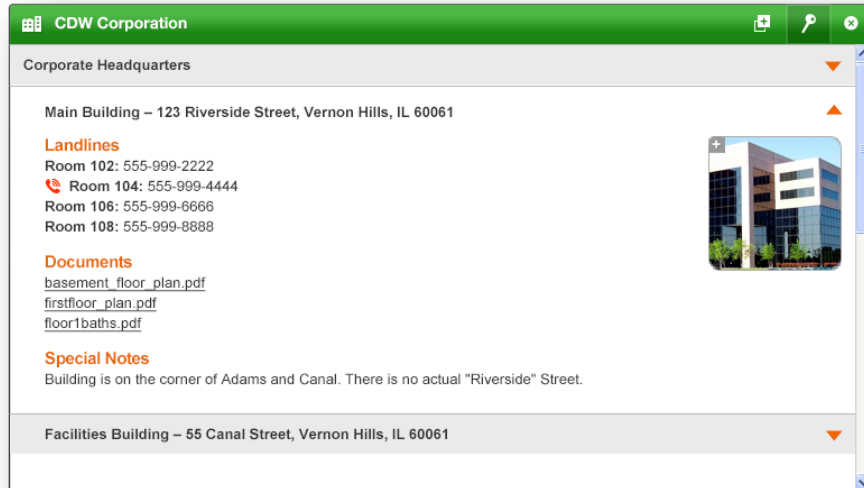
- **Panic Button Data:** Each PSAP will have the ability to receive additional data from Rave Mobile Safety's Panic Button in the areas where institutions opt to participate in the Panic Button product.

- **Optional Additional Data Platform**: While it is not a feature of the Smart911 Basic product, PSAPs will have access to the Standard Smart 911 platform for the delivery of additional information including the citizen profile if they purchase the Standard version upgrade (below).

Will PSAPs be able to upgrade to the Smart911 Standard version?

While an upgrade to the Smart911 Standard version is not required, PSAPs will have the ability to work independently with Rave Mobile Safety to upgrade to the standard version at any time at a 25% discount per active workstation ($3,375) due to the statewide implementation of Smart911 Basic. Contact Rave Mobile Safety directly for additional details on upgrading to Standard Smart911

What is included in the Standard version of Smart911?

This is an optional purchase made by individual PSAPs and their governing jurisdictions. The Standard version of Smart911 provides opt-in, citizen-provided data including information about a household, important medical conditions, photographs of individuals, and premise notes. Smart911 Standard provides an additional location component allowing the PSAP to rebid or update the location of a 911 call, even if the call has dropped, for opted-in phones on AT&T, Sprint, and Verizon.
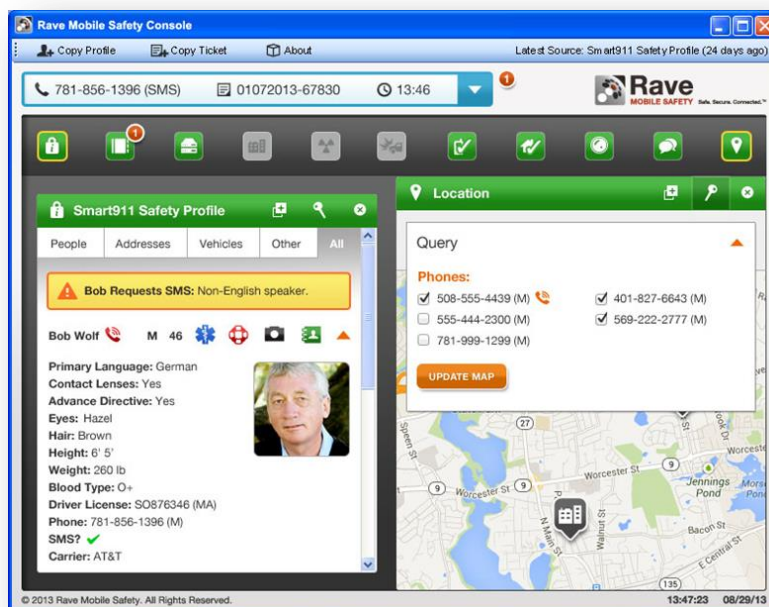
What is the timeline for a statewide deployment of Smart911 Basic?

A timeline is currently being developed with the State 911 Office, Rave Mobile Safety, and the Mental Health and Wellness Commission.

Is Smart911 Basic mandatory?

The installation of Smart911 Basic is not mandatory and should be based on local finances and public policy.

Who has Smart911 in Michigan right now?
The following have entered into contracts or have already deployed Smart911 in Michigan:

Counties:

Van Buren	Barry	Eaton	Shiawassee	Muskegon
Ionia	Ottawa	Montcalm	Grand Traverse	Gratiot
Oscoda	Crawford	Kalkaska		

Municipality:

City of Milan

Will Smart 911 Basic have any impact on Deaf or Hard of Hearing Relay Services?
No, Relay Service calls will arrive at the PSAP in the same manner. You can find more information at:

http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/PSAPVRSIPRelayFAQs.pdf?hhSearchTerms=%22vrs+and+ip+and+relay%22

https://www.captioncall.com/captioncall

How do I request Smart911 Basic at my PSAP?
Rave Mobile Safety will contact each PSAP in the State to initiate deployment activities. Additionally, Rave Mobile Safety's project management details will be provided through the State 911 Office if a PSAP would like to begin sooner.

How will I know if my PSAP has the necessary equipment to accommodate Smart911 Basic?
After initial contact with the PSAP, Rave Mobile Safety will perform an evaluation of the PSAP`s on-site equipment and advise them if the equipment they currently have will work, or if not, what the PSAP needs to get on-site. If any additional equipment is needed, the cost is the expense of the PSAP. Rave Mobile Safety anticipates that very few PSAPs will need additional equipment on-site, and if so, that it will not be expensive. (If a purchase is necessary at the PSAP for Smart911, it is an allowable expense).

What about the communities in Michigan that already have Smart911?
Following the State's procurement of Smart911 Basic, Rave Mobile Safety will work with the 14 existing Smart911 clients individually to determine what best meets their own specific needs. Options include additional Rave Mobile Public Safety solutions or alterations to existing contracts. These arrangements will be negotiated on a case-by-case basis with the affected jurisdictions. Rave Mobile Safety and the State of Michigan are committed to doing what is best for the communities that have already taken proactive steps to enhance Public Safety.